



by TYLER MCNULTY

BOOKING DREAM VACATIONS

NAME: ANDREW WEYL

ROLE: SPECIALIST RESERVATION AGENT

LOCATION: DISNEY RESERVATION CENTER

HOMETOWN: WINTER GARDEN, FL

YEARS WITH THE COMPANY: 2

The first - and sometimes longest - interaction many Guests have with a Cast Member is through the Disney Reservation Center, where agents work hard to help Guests book their Walt Disney World Resort dream vacation.

Andrew Weyl, specialist reservation agent, helps future Guests with all their vacation planning needs, including booking resort rooms. To begin each interaction, Andrew asks Guests questions to get a better sense of the type of vacation they want. "The first 10 minutes of any call is a lot of questions and answers," Andrew said. "I want them to have the best vacation they possibly can, which is why I ask so many questions at the start."

His team also helps Guests with dining packages, Memory Maker, room upgrades and information on new Walt Disney World Resort projects. "We've been getting a lot of calls about Gran Destino Tower," Andrew said. "It's new and exciting. Disney's Coronado Springs Resort already has a really great Guest following, but with the new additions like club level amenities at the tower, Guests are really getting excited for its opening."

With renovations throughout Disney's Coronado Springs Resort, there are many enhancements and new amenities including restaurants Toledo - Tapas, Steak & Seafood and Three Bridges Bar & Grill. "Guests who have been coming here for years are so excited to come check out the resort. With the main buildings being refurbished and the addition of the new tower, it's completely different and so exciting!"

Helping Guests book and plan vacations is an important part of the Guest experience and Andrew takes it all in stride. "This role is very unique, and has its challenges, but it's also incredibly rewarding. Knowing I'm helping make long-lasting memories for families is such an incredible feeling."